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OFFICIAL

PATENT

Customer No. 22,852

Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Douglas J. COWELL, et al

Application No.: 09/692,926

Filed: October 20, 2000

For: METHOD AND SYSTEM FOR  
CALL CENTER SCREENING

)  
)  
) Group Art Unit: 2642

)  
) Examiner: Agdeppa, Hector A

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**REPLY TO OFFICE ACTION**

In reply to the Office Action mailed January 30, 2004, the period for response extending through April 30, 2004, please amend the application as follows. Applicants also respectfully request the Examiner's reconsideration in view of the remarks that follow:

**Amendments to the claims** are reflected in the listing of claims section beginning on page 2 of this paper.

**Remarks and Arguments** follow the listing of claims section of this paper beginning on page 14.

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